

Employee Reference	Company	Start Date	End Date
1	ACI	October 14, 1996	April 1, 1997
	Ameritech Services, Inc.	April 1, 1997	May 1, 1998
	Ameritech Center Phase I	May 1, 1998	-
2	Michigan Bell	December 9, 1992	November 1, 1995
	ACI	November 1, 1995	October 1, 2000
	Amentech Services, Inc.	October 1, 2000	November 1, 2000
	ACI	November 1, 2000	December 31, 2001
3	ACI	January 13, 1997	April 1, 1997
	Ameritech Information Services	April 1, 1997	September 9, 1998
4	Ameritech Mobile Communications	March 10, 1997	May 30, 1999
	AMP	May 30, 1999	October 9, 1999
	ACI	August 14, 2000	September 16, 2000
5	Ameritech Services, Inc.	May 20, 1996	April 1, 2000
	ACI	April 1, 2000	April 1, 2000
	Amentech Services, Inc.	April 1, 2000	-
6	ACI	October 30, 1996	November 1, 1997
	Illinois Bell	November 1, 1997	December 26, 1999
7	Ameritech Services, Inc.	January 15, 1996	January 1, 1997
	Ameritech Center Phase I	January 1, 1997	August 1, 1998
	ACI	August 1, 1998	October 16, 1999
8	Wisconsin Bell	October 6, 1997	November 3, 1997
	ACI	July 26, 1999	July 27, 1999
	ACI	August 24, 1999	September 9, 1999
9	ACI	June 1, 1996	April 1, 2000
	Ameritech Services, Inc.	April 1, 2000	-
10	ACI	June 19, 1995	August 1, 2000
	Ameritech Services, Inc.	August 1, 2000	-
11	ACI	March 16, 1998	April 1, 2000
	Ameritech Services, Inc.	April 1, 2000	-
12	Michigan Bell	December 9, 1992	January 1, 1994
	Ameritech Services, Inc.	January 1, 1994	June 1, 1995
	ACI	June 1, 1995	April 1, 1997
13	ACI	May 26, 1998	November 19, 2000
	Ameritech Services, Inc.	November 19, 2000	-
14	ACI	June 23, 1997	April 1, 2000
	Ameritech Services, Inc.	April 1, 2000	-

Employee Reference	Company	Start Date	End Date
15	ACI	September 11, 1995	June 1, 1997
	INT	June 1, 1997	August 1, 1998
	Ameritech Center Phase I	August 1, 1998	March 17, 2000
16	Illinois Bell	December 1, 1992	July 1, 2000
	ACI	July 1, 2000	November 16, 2000
17	Wisconsin Bell	June 5, 1995	December 2, 1995
	ACI	November 9, 1998	December 3, 1998
18	ACI	March 2, 1998	March 13, 1998
	Ameritech Services, Inc.	May 15, 2000	-
19	ACI	December 30, 1996	June 1, 2000
	Ameritech Services, Inc.	June 1, 2000	-
20	Pacific Bell	February 17, 1978	March 15, 1997
	SBCS	January 1, 2001	February 28, 2001
21	Pacific Bell	May 7, 1980	March 15, 1998
	SBCS	February 15, 2001	February 28, 2001
22	Pacific Bell	March 2, 1981	December 31, 1996
	SBCS	June 16, 2000	February 28, 2001
23	Pacific Bell	April 2, 1997	February 28, 1998
	SBCS	April 1, 1999	

Note: Employee names have been replaced with a reference number.

Internet Posting Exceptions

Attachment A-4
Objectives V, VI, Procedure 6

Agreement	Contract #	Affiliate Providing Service	Affiliate Receiving Service	Effective Date	Present at Physical Location	On the Internet at March 29, 2001	Prices, Terms, & Conditions Same as Internet
Intellectual Property License Agreement	300-600-501	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information	300-600-501	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information Pricing Addendum 2000	300-600-501	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property License Agreement	300-600-502	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information	300-600-502	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information Pricing Addendum 2000	300-600-502	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property License Agreement	300-600-503	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information	300-600-503	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information Pricing Addendum 2000	300-600-503	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property License Agreement	300-600-504	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information	300-600-504	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information Pricing Addendum 2000	300-600-504	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property License Agreement	300-600-505	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information	300-600-505	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Intellectual Property/Proprietary Information Pricing Addendum 2000	300-600-505	Illinois Bell	SBCS	November 13, 2000	No	Yes	Yes
Sublease Agreement, 9022 Bowling Green, Greenville, MI		Michigan Bell	ACI	March 1, 1997	No	Yes	Yes
Employee Concession: Schedule 899	Schedule 899	Nevada Bell	SBCS	January 1, 2001 to December 31, 2001	Yes	No	Yes
Intellectual Property/Proprietary Information	820-600-501	Nevada Bell	SBCS	November 13, 2000	Yes	Yes	Could not download

Internet Posting Exceptions

Attachment A-4
Objectives V, VI, Procedure 6

Contract #	Agreement	Affiliate Providing Service	Affiliate Receiving Service	Effective Date	Physical Location	Present at Internet at March 29, 2001	On the Internet as Internet	Prices, Terms, & Conditions Same	Could not download	N/A	2000	Joint Marketing and Sales Support: November 15, 2000	Joint Marketing and Sales Support Pricing Addendum, November 15, 2000	Intellectual Property Pricing Addendum	820-600-	501	November 15, 2000 to December 31, 2001	Yes	No	N/A	Intellectual Property Pricing Addendum	600-100	Pacific Bell	SBCS	January 1, 2000	No	N/A	Employee Concession Schedule 699	Schedule 699	Pacific Bell	SBCS	January 1, 2001 to December 31, 2001	Yes	No	Yes	No	Billing Services Pricing Addendum 10/1/99	511	Pacific Bell	SBCS	October 1, 1999	Yes	No	Business Communication Services Pricing Addendum, February 11, 2000	510	Pacific Bell	SBCS	February 11, 2000	Yes	No	Consumer Markets Group Pricing Addendum, November 11, 2000	513	Pacific Bell	SBCS	November 2, 2000	Yes	No	Yes	No	Consumer Markets Group Pricing Addendum, March 19, 2001	513	Pacific Bell	SBCS	March 19, 2001	Yes	No	Yes	No	Consumer Markets Group Pricing Addendum, August 8, 2000	513	Pacific Bell	SBCS	August 10, 2000	Yes	No	Yes	No	Network Operations Services	622	Pacific Bell	SBCS	January 1, 2000 to December 31, 2000	Yes	No	No	Network Operations Services Pricing Addendum, October 1, 1999	622	Pacific Bell	SBCS	October 1, 1999	Yes	No	No	Network Operations Services Pricing Addendum, February 4, 2000	622	Pacific Bell	SBCS	February 4, 2000	Yes	No	No	Temporary Projects	526	Pacific Bell	SBCS	January 1, 1999	Yes	No	Yes	No	Internet agreement starts from 1/1/98	No	31, 2000	Global Sales Support Pricing Addendum, October 31, 2000	999	SNET	ACI	October 31, 2000	Yes	No	No	Premise Sales Support	977	SWBT	SBCS	January 1, 2000 to December 31, 2000	Yes	No	No	Premise Sales Support Pricing Addendum, February 8, 2000	977	SWBT	SBCS	February 8, 2000	Yes	No	No	Premise Sales Support Pricing Addendum, July 10, 2000	977	SWBT	SBCS	July 10, 2000	Yes	No	No	Premise Sales Support Pricing Addendum, January 18, 2000	977	SWBT	ACI	January 18, 2000	Yes	No	No	Temporary Projects Pricing Addendum	26	SWBT	SBCS	May 17, 2000	Yes	No	No	Temporary Projects Pricing Addendum	26	SWBT	SBCS	March 27, 2000	Yes	No	No	Temporary Projects Pricing Addendum	26	SWBT	SBCS	March 16, 2000	Yes	No	No	Temporary Projects Pricing Addendum	26	SWBT	SBCS	January 14, 2000	Yes	No	No
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Internet Posting Exceptions

Attachment A-4 Objectives V, VI, Procedure 6

Agreement	Contract #	Affiliate Providing Service	Affiliate Receiving Service	Effective Date	Present at Physical Location	On the Internet at March 29, 2001	Prices, Terms, & Conditions Same as Internet
Operator Services Support Pricing Addendum, January 10, 2000	995	SWBT	SBCS	January 10, 2000	Yes	No	No
Operator Services Support Pricing Addendum, May 20, 2000	995	SWBT	SBCS	May 20, 2000	Yes	No	No
SBCSI/Operator Services Recording Agreement Addendum	995	SWBT	SBCS	June 26, 2000	Yes	No	No

Prices, terms, and conditions for all agreements compared to the agreements on the Internet as of March 29, 2001. For these noted agreements, the prices, terms, and conditions were compared to the agreements posted to the Internet after the March 29, 2001 test date.

Comparison of Billing & Collection Rates
SBCS and Unaffiliated Carriers

Attachment A-5a
Objective VII, Procedure 5

Invoice Item	# of Carriers Billed at a Different Rate	Bill Rates		
		SBCS	Other Carrier	Difference
B1D3 - Interstate transmission charge - received - TX	31	\$ -	\$ 0.0010	\$ (0.0010)
B1D3 - Intrastate transmission charge - received - TX	24	-	0.0010	(0.0010)
B1G2A - Interstate bill message processing - tier 1 - ALL	9	0.0300	0.1000	(0.0700)
B1G2A - Intrastate bill message processing - tier 1 - AR OK MO	9	0.0300	0.1000	(0.0700)
B1G2A - Intrastate bill message processing - tier 1 - KS	1	0.0200	0.1000	(0.0800)
	13	0.0200	0.0300	(0.0100)
B1G2A - Intrastate bill message processing - tier 1 - TX	17	0.0300	0.1000	(0.0700)
B1G2B - Interstate bill message processing - tier 2 - ALL	9	0.0300	0.0500	(0.0200)
B1G2B - Intrastate bill message processing - tier 2 - AR OK MO	9	0.0300	0.0500	(0.0200)
B1G2B - Intrastate bill message processing - tier 2 - KS	1	0.0200	0.0500	(0.0300)
	13	0.0200	0.0300	(0.0100)
B1G2B - Intrastate bill message processing - tier 2 - TX	1	0.0300	0.1000	(0.0700)
	16	0.0300	0.0500	(0.0200)
B1G2C - Interstate bill message processing - tier 3 - ALL	9	0.0100	0.0500	(0.0400)
B1G2C - Intrastate bill message processing - tier 3 - AR OK MO	9	0.0100	0.0500	(0.0400)
B1G2C - Intrastate bill message processing - tier 3 - KS	1	0.0200	0.0500	(0.0300)
	13	0.0200	0.0100	0.0100
B1G2C - Intrastate bill message processing - tier 3 - TX	17	0.0100	0.0500	(0.0400)
B1K2 - Interstate bills rendered - ALL	3	-	0.4000	(0.4000)
	1	-	0.5333	(0.5333)
	32	-	0.4033	(0.4033)
B1K2 - Intrastate bills rendered - AR OK MO	3		0.4000	(0.4000)
	1		0.5300	(0.5300)
B1K2 - Intrastate bills rendered - KS	16		0.5550	(0.5550)
	1	-	0.5300	(0.5300)
	14	-	0.4033	(0.4033)
B1K2 - Intrastate bills rendered - TX	14	-	0.4000	(0.4000)
	16	-	0.4033	(0.4033)
	1	-	0.5300	(0.5300)
B1M1F - Interstate mechanized toll adjustments - ALL	4	-	0.0300	(0.0300)
B1M1F - Intrastate mechanized toll adjustments - AR OK MO TX	3	-	0.0300	(0.0300)
	1	-	0.0250	(0.0250)
B1M1F - Intrastate mechanized toll adjustments - KS	1	-	0.0250	(0.0250)
	2	-	0.0233	(0.0233)
B1M2 - Intrastate special charge per adjustment - TX	14	-	0.9000	(0.9000)
B1Q1 - Interstate phrase summary text record - ALL	2	-	0.0045	(0.0045)
B1Q1 - Intrastate phrase summary text record - ALL	1	-	0.0045	(0.0045)
B2G3 - Interstate invoice summary record - ALL	2	-	0.0500	(0.0500)
B2G3 - Intrastate invoice summary record - AR OK MO	2	-	0.0500	(0.0500)
B2G3 - Intrastate invoice summary record - KS	2	-	0.0200	(0.0200)
B2G3 - Intrastate invoice summary record - TX	2	-	0.0233	(0.0233)
D6C - Interstate records transmitted to carrier - TX	24	-	0.0010	(0.0010)
D6C - Intrastate records transmitted to carrier - KS AR OK MO	1	-	0.0010	(0.0010)
D6C - Intrastate records transmitted to carrier - TX	10	-	0.0001	(0.0001)
	11	-	0.0010	(0.0010)

**Comparison of Billing & Collection Rates
ACI and Unaffiliated Carriers**

**Attachment A-5b
Objective VII, Procedure 5**

Invoice Item	# of Carriers Billed at a Different Rate	Bill Rates		
		ACI	Other Carrier	Difference
Casual Bills Rendered - interstate - ALL	1	\$ 0.4440	\$ 0.0300	\$ 0.4140
Casual Bills Rendered - intrastate - ALL	1	\$ 0.4440	\$ 0.0300	\$ 0.4140
Messages billed - interstate - ALL	2	\$ 0.1000	\$ 0.0700	\$ 0.0300
	1	\$ 0.1000	\$ 0.0600	\$ 0.0400
	25	\$ 0.1000	\$ 0.0500	\$ 0.0500
Messages billed - intrastate - ALL	2	\$ 0.1000	\$ 0.0700	\$ 0.0300
	1	\$ 0.1000	\$ 0.0600	\$ 0.0400
	25	\$ 0.1000	\$ 0.0500	\$ 0.0500

Comparison of Rates Charged by SBC BOCs to Section 272 Affiliates to Rates Charged by SBC BOCs to Other Unaffiliated Entities

Differences Noted in Rates Charged by Indiana Bell and Wisconsin Bell				
USOC	Class of Service	State	Customer	Unit Rate
CKC	CYRJX	Indiana	ACI-Muncie	\$ 25.00
CKC	CYRJX	Indiana	Two Other Customers	30.00
CKC	CYRJX	Indiana	One Other Customer	27.50
CKC	CYRJX	Indiana	Two Other Customers	23.00
NRSX1	CYRJX	Indiana	ACI-Muncie	13.50
NRSX 1	CYRJX	Indiana	Two Other Customers	18.50
NRSX1	CYRJX	Indiana	One Other Customer	14.50
NRSXI	CYRJX	Indiana	One Other Customer	13.00
LTG6X	MZC	Wisconsin	ACI-Brookfield	.96
LTG6X	MZC	Wisconsin	One Other Customer	.48
LTG6X	MZC	Wisconsin	One Other Customer	.66
LTG6X	MZC	Wisconsin	Two Other Customers	2.00
TZ4X3	MZC	Wisconsin	ACI-Brookfield	160.00
TZ4X3	MZC	Wisconsin	One Other Customer	60.00
TZ4X3	MZC	Wisconsin	One Other Customer	68.00
TZ4X3	MZC	Wisconsin	One Other Customer	49.00
TZ4X3	MZC	Wisconsin	Two Other Customers	86.50
WF8	MZC	Wisconsin	ACI-Brookfield	12.00
WF8	MZC	Wisconsin	One Other Customer	8.00
ZPAZD	MZC	Wisconsin	ACI-Brookfield	430.00
ZPAZD	MZC	Wisconsin	One Other Customer	182.75

Comparison of Rates Charged by SBC BOCs to Section **272** Affiliates to Rates Charged by SBC BOCs **to** Other Unaffiliated Entities

Differences Noted in Rates Charged by Pacific Bell		
USOC	Customer	Unit Rate
1L5XX	SBCS	\$26.67
1L5XX	One Other Carrier	28.86
9PZCX	SBCS	\$.05
9PZCX	One Other Carrier	.04
TMECS	SBCS & Two Other Carriers	\$165.94
TMECS	One Other Carrier	170.00

Service Category 1

Successful Completion According to Customer Desired Due Date

Definition:

The percentage of orders completed on or before the customer desired due date.

Exclusions:

- ☐ Spare Span facilities (SWBT only)
- ☐ Unbundling

Business Rules:

This service category includes the N, T, and C Service Orders with Activity Codes of A and I (Establish and Add in PB region). The orders counted will be the completed In Effect (Y E) orders. **Both channelized and nonchannelized orders will be counted. Orders missed due to customer reasons will be included in the denominator and counted as "made" in the numerator.** The Miss Codes designated as customer misses in each for 2000 are:

- ☐ AIT – C and D
- ☐ PB – C
- ☐ SNET – C and D
- ☐ SWBT – A, C, and D

Beginning 2001, all companies exclude A, C, and D.

Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of the reporting process. **The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies.** Nonaffiliated telecommunications providers include IXC's, CLECs, ISPs, Paging companies, and Wireless providers.

The results will be reported by product. The products of interest are:

- ☐ DSO – Defined as all DSO, ISDN, both analog and digital.
- ☐ DS1 – Defined as all DS1, T1, and ISDN Prime circuits.
- ☐ DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits.

Reporting Period:

Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

- ☐ Texas – July 10, 2000
- ☐ Kansas – March 7, 2001
- ☐ Oklahoma – March 7, 2001

<p>Service Category 1</p> <p>Reported Products: The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> <input type="checkbox"/> DSO – Defined as all DSO, ISDN, both analog and digital. <input type="checkbox"/> DSI – Defined as all DS1, T1, and ISDN Prime circuits. <input type="checkbox"/> DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits. <p>Calculation: $\frac{[(\text{Completion Date less than or equal to the CDDD}) + (\text{Completion Date greater than CDDD when the miss code} = \text{customer})]}{[\text{Total IE N/T/C orders with Appropriate Activity Codes}]}$ If no CDDD, do not count; if no ACNA, do not count.</p>
<p>Service Category 2</p> <p>Time from BOC Promised Due Date to Circuit being placed in service (measured in terms of percentage installed within each successive 24-hour period, until 95% installation completed)</p> <p>Definition: The percentage of orders placed in service by the due date and in each successive 24-hour period until 95% of orders are in service.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Spare Span facilities (SWBT only) <input type="checkbox"/> Unbundling <p>Business Rules: This service category includes the N, T, and C Service Orders with Activity Codes of A and I (Establish and Add in PB region). All completed In Effect (“IE”) orders will be counted, both channelized and nonchannelized. Orders missed due to customer reasons will be included in the denominator and counted as “made” in the numerator. The Miss Codes designated as customer misses in each region for 2001 are:</p> <ul style="list-style-type: none"> <input type="checkbox"/> AIT – C and D <input type="checkbox"/> PB – C <input type="checkbox"/> SNET – C and D <input type="checkbox"/> SWBT – A, C, and D <p>Beginning 2001, all companies exclude A, C, and D.</p> <p>Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXCs,</p>

Service Category 2

CLECs, ISPs, Paging companies, and Wireless providers.

The results will be reported by product. The products of interest are:

- ☐ DSO – Defined **as** all DSO, ISDN, both analog and digital.
- ☐ DSI – Defined as all DSI, T1, and ISDN Prime circuits.
- ☐ DS3 – Defined as all DS3, T3, and higher speed (i.e., **OC3, OC12**) circuits.

Results will be reported by calendar days in AIT, SNET, and SWBT. PB will report results based on business days.

- ☐ Effective 04/01/01 AIT; 05/01/01 SNET, SWBT will report business days for standardization purposes.

Reporting Period:

Reports shall be produced quarterly and shall contain **data** beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

- ☐ **Texas** – July 10, 2000
- ☐ Kansas – March 7, 2001
- ☐ Oklahoma – March 7, 2001

Reported Products:

The results will be tracked and reported by product. The products included are:

- ☐ DSO – Defined as all DSO, ISDN, both analog and digital.
- ☐ DS1 – Defined **as** all DS1, T1, and ISDN Prime circuits.
- ☐ DS3 – Defined **as** all DS3, T3, and higher speed (i.e., **OC3, OC12**) circuits.

Calculation:

[Total IE N/T/C orders with the Appropriate Activity Codes with a (Completion Date less than or equal to the Due Date) or (a Completion Date greater than Due Date when missed for customer reasons)] (Counted as Day Zero) / [Total IE N/T/C orders with the Appropriate Activity Codes]. Add completed orders for each due date increment until 95% of the total is reached.

If no ACNA, do not count.

<p>Service Category 3</p> <p>Time to Firm Order Confirmation (measured in percentage received in each successive 24-hour period)</p>
<p>Definition:</p> <p>The percentage of firm order confirmations sent within each successive 24-hour period until 95% is achieved.</p>
<p>Exclusions:</p> <p><input type="checkbox"/> Non DSO, DS1, and DS3 orders</p>
<p>Business Rules:</p> <p>This service category includes the percentage of all Access Service Request orders from date received to date confirmed within a 24-hour period until 95% is achieved. This percentage also includes any customer errors. Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies, and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <p><input type="checkbox"/> DSO – Defined as all DSO, ISDN, both analog and digital. All voice grade channel service (L*) and digital high capacity channel service HCO (HS).</p> <p><input type="checkbox"/> DS1 – Defined as all DS1, T1, and ISDN Prime circuits. All digital high capacity channel service HC1 (HC) and digital high capacity channel service fractional T1 (HX).</p> <p><input type="checkbox"/> DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits. All digital high capacity channel service HC3 (HF).</p>
<p>Reporting Period:</p> <p>Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:</p> <p><input type="checkbox"/> Texas – July 10,2000</p> <p><input type="checkbox"/> Kansas – March 7,2001</p> <p><input type="checkbox"/> Oklahoma – March 7,2001</p>

<p>Service Category 3</p> <p>Reported Products: The results will be reported by product. The products included are:</p> <ul style="list-style-type: none"> <input type="checkbox"/> DSO – Defined as all DSO, ISDN, both analog and digital. All voice grade channel service (L*) and digital high capacity channel service HCO (HS). <input type="checkbox"/> DS1 – Defined as all DS1, T1, and ISDN Prime circuits. All digital high capacity channel service HCI (HC) and digital high capacity channel service fractional T1 (HX). <input type="checkbox"/> DS3 – Defined as all DS3, T3, and higher speed (i.e., OC3, OC12) circuits. All digital high capacity channel service HC3 (HF). <p>Calculation: Total IE orders with a firm order confirmation / Total IE orders. Add firm order confirmations for each successive daily increment until 95% of the total is reached.</p>
<p>Service Category 4</p> <p>Time from PIC Change Request to Implementation</p> <p>Definition: The percentage of complete and accurate PIC change requests implemented within each successive 6-hour period until 95% is achieved.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> <input type="checkbox"/> PIC requests where there is no underlying access arrangement in the central office <input type="checkbox"/> PIC requests for lines that are PIC protected <input type="checkbox"/> PIC requests that are originated through service orders <input type="checkbox"/> PIC requests for lines that are not able to be PIC'ed <p>Business Rules: This service category includes PIC only change requests from Long Distance providers that have established access service within the central office serving the line for which the request was intended. Only complete and accurate mechanized PIC requests for lines that can be PIC'ed are counted. PIC protected lines are excluded from the measure. This measurement applies to each state in which SBC or an affiliate has received section 271 authorization. The states and dates where SBC has received 271 authorization are:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Texas – July 10, 2000 <input type="checkbox"/> Kansas – March 7, 2001 <input type="checkbox"/> Oklahoma – March 7, 2001 <p>Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All CICs within the 13-state territory have been classified into SBC and Affiliates, and Nonaffiliates. The SBC and Affiliates category includes the SBC</p>

<p>Service Category 4</p> <p>BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include EXCs, CLECs, ISPs, Paging companies, and Wireless providers. The results will be tracked by CIC for Nonaffiliated providers.</p> <p>Effective 09/01 Texas can now be reported as a whole instead of by the previous three entities of Dallas, Houston, and San Antonio.</p> <p>Reporting Period</p> <p>This service category applies to each state in which SBC or an affiliate has received section 271 authorization. Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Texas – July 10, 2000 <input type="checkbox"/> Kansas – March 7, 2001 <input type="checkbox"/> Oklahoma – March 7, 2001 <p>alculation:</p> <p>(Number of PIC requests where request date & time to completion date & time is within six hours) / (the total number of requests), divided into 6 hour intervals starting 0 hours to 5.99 hours.</p>
<p>Service Category 5</p> <p>Mean Time to Restore</p> <p>Definition:</p> <p>The percentage of circuits restored within each successive 1-hour period after the trouble is reported.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Spare Span facilities (SWBT only) <input type="checkbox"/> Unbundling <input type="checkbox"/> Channelized circuits <input type="checkbox"/> Non-CR trouble reports <input type="checkbox"/> Nonnetwork troubles (IEC, CPE, INF) <p>Business Rules:</p> <p>This service category includes the percentage of all nonchannelized, customer reported, measured trouble reports cleared in each 1-hour period until 95% is attained. Trouble reports will be excluded if they are found to be CPE problems outside the SBC network or within the ILEC or CLEC provided facilities, or should have been classified as informational.</p>

Service Category 5

Results will be reported for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXC's, CLECs, ISPs, Paging companies, and Wireless providers.

The results will be reported by product. The products of interest are:

- ☐ DSO – Defined as all DSO, ISDN, both analog and digital.
- ☐ DS1 – Defined as all DS1 and ISDN Prime circuits.
- ☐ DS3 – Defined as all DS3 and higher speed (i.e., OC3, OC12) circuits.

Reporting Period:

Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

- ☐ Texas – July 10, 2000
- ☐ Kansas – March 7, 2001
- ☐ Oklahoma – March 7, 2001

Reported Products:

The results will be tracked by product. The products included are:

- ☐ DSO – Defined as all DSO, ISDN, both analog and digital.
- ☐ DS1 – Defined as all DS1 and ISDN Prime circuits.
- ☐ DS3 – Defined as all DS3 and higher speed (i.e., OC3, OC12) circuits.

Calculation:

$$\frac{[\text{Total nonchannelized, CR, measured trouble reports cleared}]}{[\text{Total nonchannelized, CR, measured trouble reports}]}$$
, for each 1-hour increment until 95% is reached.
If no ACNA, do not count.

Service Category 6

Time to Restore PIC After Trouble Report

Definition:

The percentage of PIC troubles cleared within each successive 1-hour period until 95% is achieved.

Exclusions:

- ☐ All categories of reports except category one (CD) and category two (CR) reports
- ☐ Trouble reports where trouble is not found in SBC Network

Service Category 6

☐ Trouble reports that are not classified as Type Codes 260,871,885,886,872,873,874

☐ Subsequent reports

☐ Trouble reports where the PIC and/or LPIC effective dates cannot be determined

☐ Trouble reports where the customer has no PIC or LPIC assigned

Business Rules:

This service category includes trouble reports that are reported to SBC by either the end-user customer or the LD provider where trouble was found in the SBC network and closed to disposition code 052X. The duration in hours from receipt of the trouble report until it is cleared will be used to calculate this measure. The trouble reports will have the following descriptions and type codes:

☐ Can't Call Long Distance (CCLD) – Type Code = 260

☐ PIC Verify or Repair – Type Code = 871,885,886,872,873,874

This measurement applies to each state in which SBC or an affiliate has received section 271 authorization. The states and dates where SBC has received 271 authorization are:

☐ Texas – July 10,2000

☐ Kansas – March 7,2001

☐ Oklahoma – March 7,2001

Trouble reports received after the date(s) above are included in this service category.

Results will be reported for two entity categories:

1. SBC and Affiliates
2. Nonaffiliated long distance providers

The SBC and Affiliates category includes the SBC affiliated companies providing long distance service (BOCs, data affiliates, Internet affiliates, Wireless companies, and SBC Long Distance companies). Nonaffiliated long distance providers include IXC's, CLECs, ISPs, Paging companies, and Wireless companies.

Reporting Period:

This service category applies to each state in which SBC or an affiliate has received section 271 authorization. Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are:

☐ Texas – July 10,2000

☐ Kansas – March 7,2001

☐ Oklahoma – ~~March~~ 7,2001

Service Category 6
Trouble reports received after the date(s) above are included in this service category.
<p>Reports Produced for Subcategories:</p> <ol style="list-style-type: none"> 1. IntraLATA long distance provider (LPIC) 2. InterLATA long distance provider (PIC) <p>The relevant entity and subcategory will be determined based on the PIC and/or LPIC designation that is present on the end-user account. When an account has both a PIC and LPIC assigned, then the associated trouble report will be counted twice, once base.</p> <p>If unable to determine the PIC or LPIC assignments that were relevant to the time period when a trouble ticket was open, then that trouble ticket will be excluded from the measure.</p>
Service Category 7
Mean Time to Clear Network Trouble
<p>Definition:</p> <p>The average number of hours to clear network trouble.</p>
<p>Exclusions:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Spare Span facilities (SWBT only) <input type="checkbox"/> Unbundling <input type="checkbox"/> Channelized circuits <input type="checkbox"/> Non-CR trouble reports <input type="checkbox"/> Nonnetwork troubles (IEC, CPE, MF)
<p>Business Rules:</p> <p>This service category includes the Responsible Duration on all nonchannelized, customer reported, measured trouble reports. The results will be measured in hours and decimal hours. Trouble reports will be excluded if they are found to be CPE problems outside the SBC network or within the ILEC or CLEC provided facilities, or should have been classified as informational. Results will be reported for two entity categories: 1. SBC and affiliates, and 2. Nonaffiliated telecommunications providers. All ACNAs within the 13-state territory have been classified into SBC and Affiliates, Nonaffiliates, and Retail. Retail customers of SBC are not part of this reporting process. The SBC and Affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, SBC Messaging companies, and SBC Long Distance companies. Nonaffiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies, and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> <input type="checkbox"/> DSO – Defined as all DSO, ISDN, both analog and digital. <input type="checkbox"/> DSI – Defined as all DS1 and ISDN Prime circuits.

Service Category 7
Reporting Period: Reports shall be produced quarterly and shall contain data beginning with the month in which 271 authorization was received in the state. The states and dates where SBC has received 271 authorization are: <input type="checkbox"/> Texas – July 10,2000 <input type="checkbox"/> Kansas – March 7,2001 <input type="checkbox"/> Oklahoma – March 7,2001
Reported Products: The results will be reported by product. The products of interest are: <input type="checkbox"/> DSO – Defined as all DSO, ISDN, both analog and digital. <input type="checkbox"/> DS1 – Defined as all DS1, T1, and ISDN Prime circuits.
Calculation: [Total Responsible Duration on all nonchannelized, CR, measured trouble reports] / [Total nonchannelized, CR, measured trouble reports] If no ACNA, do not count.

Performance Measure Differences

Attachment A-7
Objective VIII, Procedure.3

Performance Measurement No. 1 Successful Completion According to Desired Due Date (measured in a percentage)										
State	Month	DS0 BOC & Affiliates	DS0 Non- Affiliates	Variance	DS1 BOC & Affiliates	DS1 Non- Affiliates	Variance	DS3 BOC & Affiliates	DS3 Non- Affiliates	Variance
Texas	July 2000	75.00%	86.71%	(11.71%)	73.72%	84.74%	(11.02%)	79.17%	92.65%	(13.48%)
	August 2000	79.61%	86.58%	(6.97%)	74.54%	81.89%	(7.35%)	62.24%	92.76%	(30.52%)
	September 2000	87.14%	86.53%	0.61%	70.23%	82.12%	(11.89%)	68.52%	87.50%	(18.98%)
	October 2000	89.13%	88.46%	0.67%	74.31%	80.14%	(5.83%)	78.86%	93.19%	(14.33%)
	November 2000	94.44%	88.06%	6.38%	70.21%	78.51%	(8.30%)	86.84%	93.33%	(6.49%)
	December 2000	94.23%	84.01%	10.22%	75.35%	75.28%	0.07%	85.71%	94.48%	(8.77%)
	January 2001	89.39%	86.29%	3.10%	75.00%	68.47%	6.53%	78.86%	85.11%	(6.25%)
	February 2001	92.93%	73.73%	19.20%	60.47%	74.48%	(14.01%)	76.27%	86.14%	(9.87%)
	March 2001	90.57%	58.93%	31.64%	75.19%	76.29%	(1.10%)	75.37%	87.02%	(11.65%)
Oklahoma	March 2001	76.47%	87.31%	(10.84%)	81.97%	72.82%	9.15%	90.00%	68.18%	21.82%
Kansas	March 2001	93.33%	87.12%	6.21%	95.19%	80.49%	14.70%	100.00%	81.25%	18.75%

State	Month	DS0 BOC & Affiliates	DS0 Non- Affiliates	Variance	DS1 BOC & Affiliates	DS1 Non- Affiliates	Variance	DS3 BOC & Affiliates	DS3 Non- Affiliates	Variance
Texas	July 2000	6 Days	Due Date	6 Days	12 Days	5 Days	7 Days	22 Days	Due Date	22 Days
	August 2000	10 Days	1 Day	9 Days	15 Days	8 Days	7 Days	21 Days	Due Date	21 Days
	September 2000	6 Days	Due Date	6 Days	16 Days	8 Days	8 Days	48 Days	Due Date	48 Days
	October 2000	Due Date	1 Day	-1 Day	11 Days	10 Days	1 Day	3 Days	Due Date	3 Days
	November 2000	Due Date	1 Day	-1 Day	17 Days	13 Days	4 Days	7 Days	Due Date	7 Days
	December 2000	Due Date	2 Days	-2 Days	34 Days	21 Days	13 Days	9 Days	Due Date	9 Days
	January 2001	7 Days	3 Days	4 Days	41 Days	26 Days	15 Days	17 Days	4 Days	13 Days
	February 2001	2 Days	12 Days	-10 Days	17 Days	14 Days	3 Days	10 Days	8 Days	2 Days
	March 2001	7 Days	5 Days	2 Days	11 Days	12 Days	-1 Day	26 Days	2 Days	24 Days
Oklahoma	March 2001	1 Day	1 Day	0	6 Days	13 Days	-7 Days	14 Days	1 Day	13 Days
Kansas	March 2001	112 Days	10 Days	102 Days	Due Date	4 Days	-4 Days	Due Date	42 Days	-42 Days

Performance Measurement No. 3 Time to Firm Order Confirmation (FOC) (the percentage of firm order confirmations sent within each successive 24-hour period until 95% is achieved)										
State	Month	DS0 BOC & Affiliates	DS0 Non- Affiliates	Variance	DS1 BOC & Affiliates	DS1 Non- Affiliates	Variance	DS3 BOC & Affiliates	DS3 Non- Affiliates	Variance
Texas	July 2000	1 Day	N/A	1 Day vs. N/A	4 Days	Greater Than 5 Days	4 Days vs. Greater than 5 Days	3 Days	Greater Than 5 Days	3 Days vs. Greater than 5 Days
	August 2000	N/A	1 Day	N/A vs. 1 Day	3 Days	5 Days	-2 Days	1 Day	Greater Than 5 Days	1 Day vs. Greater than 5 Days
	September 2000	N/A	N/A	-	2 Days	4 Days	-2 Days	2 Days	Greater Than 5 Days	2 Days vs. Greater than 5 Days
	October 2000	N/A	1 Day	N/A vs. 1 Day	1 Day	Greater than 5 Days	1 Day Vs. Greater Than 5 Days	1 Day	Greater than 5 Days	1 Day vs. Greater than 5 Days
	November 2000	N/A	N/A	-	1 Day	Greater than 5 Days	1 Day Vs. Greater Than 5 Days	1 Day	Greater than 5 Days	1 Day vs. Greater than 5 Days
	December 2000	N/A	N/A	-	1 Day	Greater than 5 Days	1 Day Vs. Greater Than 5 Days	1 Day	Greater than 5 Days	1 Day vs. Greater than 5 Days
	January 2001	N/A	1 Day	N/A Vs. 1 Day	2 Days	2 Days	-	1 Day	5 Days	-4 Days
	February 2001	N/A	N/A	-	1 Day	2 Days	-1 Day	5 Days	Greater than 5 Days	5 Days vs. Greater than 5 Days
	March 2001	1 Day	N/A	1 Day Vs. N/A	1 Day	1 Day	-	1 Day	3 Days	-2 Days
Oklahoma	March 2001	N/A	N/A	N/A	1 Day	1 Day	-	1 Day	Greater Than 5 Days	1 Day vs. Greater than 5 Days
Kansas	March 2001	N/A	N/A	-	1 Day	1 Day	-	1 Day	Greater Than 5 Days	1 Day vs. Greater than 5 Days

Note: N/A displayed when no orders were received during the period noted.

Performance Measure Differences

Attachment A-7
Objective VIII, Procedure 3

Performance Measurement No. 4 Time to Restore and trouble duration (percentage restored within each successive 1 hour interval, until resolution of 95% of incidents)																											
Texas																											
DSO	BOC & Affiliates	Non-Affiliates		BOC & Affiliates	Non-Affiliates		BOC & Affiliates	Non-Affiliates		BOC & Affiliates	Non-Affiliates		BOC & Affiliates	Non-Affiliates		BOC & Affiliates	Non-Affiliates		BOC & Affiliates	Non-Affiliates		BOC & Affiliates	Non-Affiliates				
Period	July 2000		Variance	August 2000		Variance	September 2000		Variance	October 2000		Variance	November 2000		Variance	December 2000		Variance	January 2001		Variance	February 2001		Variance	March 2001		Variance
Within 1 Hour	61.11%	34.85%	26.26%	55.56%	31.84%	23.72%	52.17%	29.62%	22.55%	54.94%	28.27%	26.67%	54.01%	29.58%	24.43%	52.47%	28.84%	23.63%	46.45%	28.71%	17.74%	43.14%	32.04%	11.10%	36.42%	29.64%	6.78%
Within 2 Hours	67.90%	48.82%	19.08%	71.93%	50.07%	21.86%	62.50%	43.98%	18.52%	66.05%	43.67%	22.38%	62.57%	47.75%	14.82%	66.67%	42.32%	24.35%	61.29%	43.98%	17.31%	50.33%	45.99%	4.34%	50.00%	48.96%	1.04%
Within 3 Hours	73.46%	61.28%	12.18%	77.78%	64.65%	13.13%	69.57%	54.97%	14.60%	75.93%	58.07%	17.86%	68.45%	60.97%	7.48%	73.46%	55.51%	17.95%	75.48%	58.41%	17.07%	65.36%	59.43%	5.93%	59.88%	62.53%	(2.65%)
Within 4 Hours	79.63%	71.21%	8.42%	82.46%	74.48%	7.98%	78.26%	66.72%	11.54%	83.33%	70.40%	12.93%	75.94%	70.49%	5.45%	79.63%	64.75%	14.88%	81.29%	67.72%	13.57%	70.59%	68.48%	2.11%	69.14%	71.19%	(2.05%)
Within 5 Hours	85.19%	78.20%	6.99%	84.21%	82.12%	2.09%	80.98%	75.92%	5.06%	86.42%	77.70%	8.72%	79.68%	77.13%	2.55%	81.48%	71.76%	9.72%	85.16%	75.16%	10.00%	75.16%	75.88%	(0.72%)	77.78%	78.39%	(0.61%)
Within 6 Hours	89.51%	82.32%	7.19%	87.13%	86.31%	0.82%	85.87%	83.25%	2.62%	88.27%	84.33%	3.94%	82.35%	82.49%	(0.14%)	83.33%	86.83%	(3.50%)	88.39%	79.37%	9.02%	82.35%	81.40%	0.95%	82.72%	83.66%	(0.94%)
Within 7 Hours	92.59%	85.77%	6.82%	90.64%	89.00%	1.64%	86.96%	87.51%	(0.55%)	91.98%	87.81%	4.17%	86.10%	85.58%	0.52%	87.04%	80.18%	6.86%	90.32%	83.44%	6.88%	88.24%	85.01%	3.23%	88.27%	87.74%	0.53%
Within 8 Hours		88.30%	(88.30%)	92.98%	90.51%	2.47%	89.13%	89.90%	(0.77%)	93.21%	91.56%	1.65%	87.70%	87.79%	(0.09%)	87.65%	82.71%	4.94%	92.90%	86.68%	6.22%	89.54%	87.42%	2.12%	90.12%	90.79%	(0.67%)
Within 9 Hours		90.40%	(90.40%)	94.15%	92.37%	1.78%	94.57%	92.30%	2.27%	93.83%	93.37%	0.46%	88.77%	90.07%	(1.30%)	89.51%	84.72%	4.79%	94.84%	89.59%	5.25%	90.85%	90.70%	0.15%	93.21%	93.21%	0.00%
Within 10 Hours		92.00%	(92.00%)	95.91%	93.88%	2.03%		93.64%	(93.64%)	94.44%	95.38%	(0.94%)	91.44%	91.62%	(0.18%)	90.12%	87.11%	3.01%	96.77%	91.46%	5.31%	94.12%	92.85%	1.27%	93.83%	94.60%	(0.77%)
Within 11 Hours	93.21%	93.35%	(0.14%)		94.70%	(94.70%)	95.65%	94.76%	0.89%	95.06%		95.06%		92.96%	(92.96%)	91.36%	87.85%	3.51%		92.63%	(92.63%)	94.77%	94.32%	0.45%		95.36%	(95.36%)
Within 12 Hours	93.83%	94.61%	(0.78%)		95.94%	(95.94%)		95.59%	(95.59%)			0.00%	91.98%	93.43%	(1.45%)	91.98%	88.75%	3.23%		93.92%	(93.92%)	95.42%	95.52%	(0.10%)			0.00%
Within 13 Hours		95.20%	(95.20%)			0.00%			0.00%			0.00%	93.05%	94.43%	(1.38%)	93.21%	89.72%	3.49%		94.76%	(94.76%)			0.00%	94.44%		94.44%
Within 14 Hours			0.00%			0.00%			0.00%			0.00%		94.90%	(94.90%)	93.83%	90.09%	3.74%		95.34%	(95.34%)			0.00%	96.30%		96.30%
Within 15 Hours			0.00%			0.00%			0.00%			0.00%	93.58%	95.71%	(2.13%)	94.44%	90.61%	3.83%			0.00%			0.00%			0.00%
Within 16 Hours	94.44%		94.44%			0.00%			0.00%			0.00%			0.00%		90.98%	(90.98%)			0.00%			0.00%			0.00%
Within 17 Hours			0.00%			0.00%			0.00%			0.00%			0.00%		91.88%	(91.88%)			0.00%			0.00%			0.00%
Within 18 Hours			0.00%			0.00%			0.00%			0.00%	94.65%		94.65%		92.47%	(92.47%)			0.00%			0.00%			0.00%
Within 19 Hours	95.68%		95.68%			0.00%			0.00%			0.00%	95.19%		95.19%	95.06%	93.52%	1.54%			0.00%			0.00%			0.00%
Within 20 Hours			0.00%			0.00%			0.00%			0.00%			0.00%		94.86%	(94.86%)			0.00%			0.00%			0.00%
Within 21 Hours			0.00%			0.00%			0.00%			0.00%			0.00%		97.62%	(97.62%)			0.00%			0.00%			0.00%
Within 22 Hours			0.00%			0.00%			0.00%			0.00%			0.00%			0.00%			0.00%			0.00%			0.00%
Within 23 Hours			0.00%			0.00%			0.00%			0.00%			0.00%			0.00%			0.00%			0.00%			0.00%

Performance Measure Differences

Attachment A-7
Objective VIII, Procedure 3

Performance Measurement No. 4		Time to Restore and trouble duration		(percentage restored within each successive 1 hour interval, until resolution of 95% of incidents)		Texas	
DSI	Period	July 2000	Variance	August 2000	Variance	September 2000	Variance
BOC & Affiliates	Within 1 Hour	51.98%	21.95%	49.00%	32.30%	16.70%	48.51%
BOC & Affiliates	Within 2 Hours	66.90%	50.41%	64.61%	53.33%	11.28%	64.56%
BOC & Affiliates	Within 3 Hours	78.79%	65.94%	76.59%	69.80%	6.79%	76.38%
BOC & Affiliates	Within 4 Hours	83.45%	74.77%	84.03%	79.55%	4.48%	82.77%
BOC & Affiliates	Within 5 Hours	87.41%	82.16%	88.93%	86.35%	2.58%	87.66%
BOC & Affiliates	Within 6 Hours	90.44%	86.32%	92.92%	90.41%	2.51%	92.13%
BOC & Affiliates	Within 7 Hours	92.54%	89.72%	94.92%	92.97%	1.95%	94.47%
BOC & Affiliates	Within 8 Hours	94.64%	92.21%	96.19%	94.42%	1.77%	95.53%
BOC & Affiliates	Within 9 Hours	95.80%	93.52%	95.83%	(95.83%)		94.98%
BOC & Affiliates	Within 10 Hours	96.61%	(94.61%)	0.00%	(95.91%)		94.48%
BOC & Affiliates	Within 11 Hours	95.52%	(95.52%)	0.00%	95.81%	(95.81%)	95.47%
BOC & Affiliates	Within 12 Hours	0.00%	0.00%	0.00%	0.00%	95.39%	(93.39%)
BOC & Affiliates	Within 13 Hours	0.00%	0.00%	0.00%	0.00%	93.73%	(93.73%)
BOC & Affiliates	Within 14 Hours	0.00%	0.00%	0.00%	0.00%	94.16%	(94.16%)
BOC & Affiliates	Within 15 Hours	0.00%	0.00%	0.00%	0.00%	94.42%	(94.42%)
BOC & Affiliates	Within 16 Hours	0.00%	0.00%	0.00%	0.00%	94.68%	(94.68%)
BOC & Affiliates	Within 17 Hours	0.00%	0.00%	0.00%	0.00%	94.81%	(94.81%)
BOC & Affiliates	Within 18 Hours	0.00%	0.00%	0.00%	0.00%	95.16%	(95.16%)
BOC & Affiliates	Within 19 Hours	0.00%	0.00%	0.00%	0.00%	95.39%	(95.39%)
BOC & Affiliates	Within 20 Hours	0.00%	0.00%	0.00%	0.00%	95.53%	(95.53%)
BOC & Affiliates	Within 21 Hours	0.00%	0.00%	0.00%	0.00%	95.67%	(95.67%)
BOC & Affiliates	Within 22 Hours	0.00%	0.00%	0.00%	0.00%	95.81%	(95.81%)
BOC & Affiliates	Within 23 Hours	0.00%	0.00%	0.00%	0.00%	95.95%	(95.95%)
BOC & Affiliates	Within 24 Hours	0.00%	0.00%	0.00%	0.00%	96.09%	(96.09%)
BOC & Affiliates	Within 25 Hours	0.00%	0.00%	0.00%	0.00%	96.23%	(96.23%)
BOC & Affiliates	Within 26 Hours	0.00%	0.00%	0.00%	0.00%	96.37%	(96.37%)
BOC & Affiliates	Within 27 Hours	0.00%	0.00%	0.00%	0.00%	96.51%	(96.51%)
BOC & Affiliates	Within 28 Hours	0.00%	0.00%	0.00%	0.00%	96.65%	(96.65%)
BOC & Affiliates	Within 29 Hours	0.00%	0.00%	0.00%	0.00%	96.79%	(96.79%)
BOC & Affiliates	Within 30 Hours	0.00%	0.00%	0.00%	0.00%	96.93%	(96.93%)
BOC & Affiliates	Within 31 Hours	0.00%	0.00%	0.00%	0.00%	97.07%	(97.07%)
BOC & Affiliates	Within 32 Hours	0.00%	0.00%	0.00%	0.00%	97.21%	(97.21%)
BOC & Affiliates	Within 33 Hours	0.00%	0.00%	0.00%	0.00%	97.35%	(97.35%)
BOC & Affiliates	Within 34 Hours	0.00%	0.00%	0.00%	0.00%	97.49%	(97.49%)
BOC & Affiliates	Within 35 Hours	0.00%	0.00%	0.00%	0.00%	97.63%	(97.63%)
BOC & Affiliates	Within 36 Hours	0.00%	0.00%	0.00%	0.00%	97.77%	(97.77%)
BOC & Affiliates	Within 37 Hours	0.00%	0.00%	0.00%	0.00%	97.91%	(97.91%)
BOC & Affiliates	Within 38 Hours	0.00%	0.00%	0.00%	0.00%	98.05%	(98.05%)
BOC & Affiliates	Within 39 Hours	0.00%	0.00%	0.00%	0.00%	98.19%	(98.19%)
BOC & Affiliates	Within 40 Hours	0.00%	0.00%	0.00%	0.00%	98.33%	(98.33%)
BOC & Affiliates	Within 41 Hours	0.00%	0.00%	0.00%	0.00%	98.47%	(98.47%)
BOC & Affiliates	Within 42 Hours	0.00%	0.00%	0.00%	0.00%	98.61%	(98.61%)
BOC & Affiliates	Within 43 Hours	0.00%	0.00%	0.00%	0.00%	98.75%	(98.75%)
BOC & Affiliates	Within 44 Hours	0.00%	0.00%	0.00%	0.00%	98.89%	(98.89%)
BOC & Affiliates	Within 45 Hours	0.00%	0.00%	0.00%	0.00%	99.03%	(99.03%)
BOC & Affiliates	Within 46 Hours	0.00%	0.00%	0.00%	0.00%	99.17%	(99.17%)
BOC & Affiliates	Within 47 Hours	0.00%	0.00%	0.00%	0.00%	99.31%	(99.31%)
BOC & Affiliates	Within 48 Hours	0.00%	0.00%	0.00%	0.00%	99.45%	(99.45%)
BOC & Affiliates	Within 49 Hours	0.00%	0.00%	0.00%	0.00%	99.59%	(99.59%)
BOC & Affiliates	Within 50 Hours	0.00%	0.00%	0.00%	0.00%	99.73%	(99.73%)
BOC & Affiliates	Within 51 Hours	0.00%	0.00%	0.00%	0.00%	99.87%	(99.87%)
BOC & Affiliates	Within 52 Hours	0.00%	0.00%	0.00%	0.00%	99.91%	(99.91%)
BOC & Affiliates	Within 53 Hours	0.00%	0.00%	0.00%	0.00%	99.95%	(99.95%)
BOC & Affiliates	Within 54 Hours	0.00%	0.00%	0.00%	0.00%	99.99%	(99.99%)
BOC & Affiliates	Within 55 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 56 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 57 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 58 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 59 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 60 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 61 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 62 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 63 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 64 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 65 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 66 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 67 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 68 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 69 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 70 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 71 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 72 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 73 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 74 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 75 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 76 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 77 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 78 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 79 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 80 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 81 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 82 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 83 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 84 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 85 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 86 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 87 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 88 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 89 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 90 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 91 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 92 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 93 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 94 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 95 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 96 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 97 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 98 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 99 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)
BOC & Affiliates	Within 100 Hours	0.00%	0.00%	0.00%	0.00%	100.00%	(100.00%)

Performance Measure Differences

Attachment A-7
Objective VIII, Procedure 3

Performance Measurement No. 4		Time to Restore and trouble duration		(percentage restored within each successive 1 hour interval, until resolution of 95% of incidents)		Taxes	
DS3	BOC & Non-Affiliates	July 2000	Variance	BOC & Non-Affiliates	August 2000	Variance	BOC & Non-Affiliates
Within 1 Hour	50.00%	77.78%	(27.78%)	40.00%	25.00%	15.00%	43.48%
Within 2 Hours	75.00%	100.00%	(25.00%)	66.67%	66.67%	0.00%	65.22%
Within 3 Hours	100.00%		100.00%	75.00%	(75.00%)	75.91%	73.91%
Within 4 Hours			0.00%	0.00%	(87.50%)	87.50%	
Within 5 Hours			0.00%	0.00%	(87.50%)	87.50%	
Within 6 Hours			0.00%	83.33%	(83.33%)	78.26%	93.75%
Within 7 Hours			0.00%	86.67%	(13.33%)	86.96%	
Within 8 Hours			0.00%	93.33%		100.00%	
Within 9 Hours			0.00%				
Within 10 Hours			0.00%				
Within 11 Hours			0.00%	100.00%			
Within 12 Hours			0.00%				
Within 13 Hours			0.00%				
Within 14 Hours			0.00%				
Within 15 Hours			0.00%				
Within 16 Hours			0.00%				
Within 21 Hours			0.00%				
Within 23 Hours			0.00%				
Within 27 Hours			0.00%				
Period	DS3	July 2000	Variance	BOC & Non-Affiliates	August 2000	Variance	BOC & Non-Affiliates
Within 1 Hour	50.00%	77.78%	(27.78%)	40.00%	25.00%	15.00%	43.48%
Within 2 Hours	75.00%	100.00%	(25.00%)	66.67%	66.67%	0.00%	65.22%
Within 3 Hours	100.00%		100.00%	75.00%	(75.00%)	75.91%	73.91%
Within 4 Hours			0.00%	0.00%	(87.50%)	87.50%	
Within 5 Hours			0.00%	83.33%	(83.33%)	78.26%	93.75%
Within 6 Hours			0.00%	86.67%	(13.33%)	86.96%	
Within 7 Hours			0.00%	93.33%		100.00%	
Within 8 Hours			0.00%				
Within 9 Hours			0.00%				
Within 10 Hours			0.00%				
Within 11 Hours			0.00%	100.00%			
Within 12 Hours			0.00%				
Within 13 Hours			0.00%				
Within 14 Hours			0.00%				
Within 15 Hours			0.00%				
Within 16 Hours			0.00%				
Within 21 Hours			0.00%				
Within 23 Hours			0.00%				
Within 27 Hours			0.00%				
Period	DS3	July 2000	Variance	BOC & Non-Affiliates	August 2000	Variance	BOC & Non-Affiliates
Within 1 Hour	50.00%	77.78%	(27.78%)	40.00%	25.00%	15.00%	43.48%
Within 2 Hours	75.00%	100.00%	(25.00%)	66.67%	66.67%	0.00%	65.22%
Within 3 Hours	100.00%		100.00%	75.00%	(75.00%)	75.91%	73.91%
Within 4 Hours			0.00%	0.00%	(87.50%)	87.50%	
Within 5 Hours			0.00%	83.33%	(83.33%)	78.26%	93.75%
Within 6 Hours			0.00%	86.67%	(13.33%)	86.96%	
Within 7 Hours			0.00%	93.33%		100.00%	
Within 8 Hours			0.00%				
Within 9 Hours			0.00%				
Within 10 Hours			0.00%				
Within 11 Hours			0.00%	100.00%			
Within 12 Hours			0.00%				
Within 13 Hours			0.00%				
Within 14 Hours			0.00%				
Within 15 Hours			0.00%				
Within 16 Hours			0.00%				
Within 21 Hours			0.00%				
Within 23 Hours			0.00%				
Within 27 Hours			0.00%				
Period	DS3	July 2000	Variance	BOC & Non-Affiliates	August 2000	Variance	BOC & Non-Affiliates
Within 1 Hour	50.00%	77.78%	(27.78%)	40.00%	25.00%	15.00%	43.48%
Within 2 Hours	75.00%	100.00%	(25.00%)	66.67%	66.67%	0.00%	65.22%
Within 3 Hours	100.00%		100.00%	75.00%	(75.00%)	75.91%	73.91%
Within 4 Hours			0.00%	0.00%	(87.50%)	87.50%	
Within 5 Hours			0.00%	83.33%	(83.33%)	78.26%	93.75%
Within 6 Hours			0.00%	86.67%	(13.33%)	86.96%	
Within 7 Hours			0.00%	93.33%		100.00%	
Within 8 Hours			0.00%				
Within 9 Hours			0.00%				
Within 10 Hours			0.00%				
Within 11 Hours			0.00%	100.00%			
Within 12 Hours			0.00%				
Within 13 Hours			0.00%				
Within 14 Hours			0.00%				
Within 15 Hours			0.00%				
Within 16 Hours			0.00%				
Within 21 Hours			0.00%				
Within 23 Hours			0.00%				
Within 27 Hours			0.00%				

Performance Measurement No. 4 Time to Restore and trouble duration (percentage restored within each successive 1 hour interval, until resolution of 95% of incidents)									
Oklahoma									
Period	DS0			DS1			DS3		
	BOC & Affiliates	Non-Affiliates	Variance	BOC & Affiliates	Non-Affiliates	Variance	BOC & Affiliates	Non-Affiliates	Variance
Within 1 Hour	60.98 %	33.55 %	27.43 %	41.46 %	30.85 %	10.61 %	100.00 %		100.00 %
Within 2 Hours	68.29 %	49.34 %	18.95 %	58.54 %	47.52 %	11.02 %			0.00 %
Within 3 Hours	80.49 %	63.16 %	17.33 %	71.54 %	62.77 %	8.77 %			0.00 %
Within 4 Hours	82.93 %	71.05 %	11.88 %	82.93 %	78.01 %	4.92 %			0.00 %
Within 5 Hours	87.80 %	76.32 %	11.48 %	87.80 %	86.88 %	0.92 %			0.00 %
Within 6 Hours	92.68 %	80.92 %	11.76 %	92.68 %	91.13 %	1.55 %			0.00 %
Within 7 Hours	95.12 %	84.87 %	10.25 %	96.75 %	93.62 %	3.13 %			0.00 %
Within 8 Hours		86.18 %	(86.18%)		93.97 %	(93.97%)			0.00 %
Within 9 Hours		88.82 %	(88.82%)		95.39 %	(95.39%)			
Within 10 Hours		92.76 %	(92.76%)						
Within 11 Hours			0.00 %						
Within 12 Hours		93.42 %	(93.42%)						
Within 13 Hours		94.74 %	(94.74%)						
Within 14 Hours		95.39 %	(95.39%)						
Kansas									
Within 1 Hour	58.82 %	30.71 %	28.11 %	37.50 %	28.57 %	8.93 %			0.00 %
Within 2 Hours	64.71 %	47.86 %	16.85 %	51.39 %	46.33 %	5.06 %	33.33 %	66.67 %	(33.34%)
Within 3 Hours	73.53 %	61.43 %	12.10 %	66.67 %	62.16 %	4.51 %	66.67 %		66.67 %
Within 4 Hours	82.35 %	72.86 %	9.49 %	81.94 %	73.36 %	8.58 %			0.00 %
Within 5 Hours	91.18 %	78.57 %	12.61 %	87.50 %	80.69 %	6.81 %	100.00 %	100.00 %	0.00 %
Within 6 Hours	94.12 %	86.43 %	7.69 %	93.06 %	88.03 %	5.03 %			0.00 %
Within 7 Hours	97.06 %	88.57 %	8.49 %		91.89 %	(91.89%)			0.00 %
Within 8 Hours		89.29 %	(89.29%)	94.44 %	93.44 %	1.00 %			0.00 %
Within 9 Hours		90.00 %	(90.00%)	95.83 %	94.98 %	0.85 %			0.00 %
Within 10 Hours		91.43 %	(91.43%)		95.75 %	(95.75%)			
Within 11 Hours		92.86 %	(92.86%)			0.00 %			
Within 12 Hours		93.57 %	(93.57%)			0.00 %			
Within 15 Hours			0.00 %			0.00 %			
Within 17 Hours		95.00 %	(95.00%)						